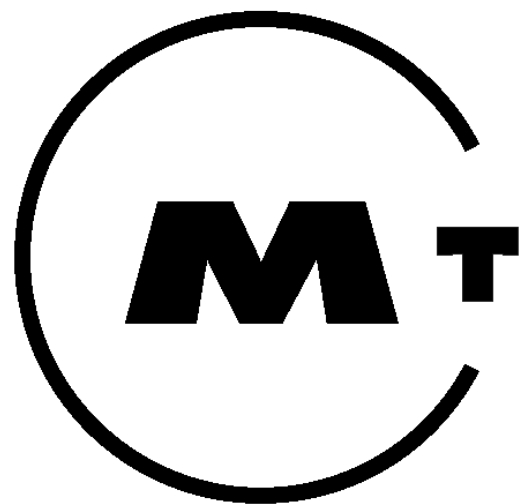


Regional Transportation Plan 2001

Public Outreach & Involvement Program

Evaluation Report



Prepared by
The MIG Team

Moore Iacofano Goltsman, Inc.
Elmwood Consulting
Synapse Strategies

April 2002

TABLE OF CONTENTS

ACKNOWLEDGMENTS

EXECUTIVE SUMMARY	i
1. INTRODUCTION	1
2. SUMMARY OF OUTREACH APPROACH & ACTIVITIES	3
3. EVALUATION METHODOLOGY	7
4. KEY FINDINGS	11
Accessibility	11
Reach	12
Diversity	15
Impact	17
Participant Satisfaction	18
Participant Satisfaction for Parallel Planning Efforts	23
5. RECOMMENDATIONS FOR THE 2004 RTP	25
6. APPENDICES	27
Evaluation Survey Cover Letter	28
Evaluation Survey	29
Evaluation Survey Results	33
Evaluation Survey Comments	36

ACKNOWLEDGEMENTS

The Metropolitan Transportation Commission wishes to acknowledge the individuals, organizations and agencies listed below for devoting their time and resources to making the RTP Public Outreach Program Evaluation a success.

EVALUATION SURVEY RESPONDENTS

300+ individuals who responded to the Evaluation Survey

RTP PUBLIC OUTREACH CONSULTING TEAM

Carolyn Verheyen, Moore Iacofano Goltsman, Inc.
Kayce Rane, Moore Iacofano Goltsman, Inc.
Bruce Riordan, Elmwood Consulting
Lysa Hale, Synapse Strategies

MTC PUBLIC OUTREACH AND INVOLVEMENT TEAM

Steve Heminger, Executive Director
Therese McMillan, Deputy Director, Policy
Ann Flemer, Deputy Director, Operations
Randy Rentschler, Manager, Legislative and Public Affairs
Ellen Griffin
Catalina Alvarado
Rèka Goode
Joe Curley
Brenda Kahn
Pam Grove
John Goodwin
David Cooper
Ethan Michaels
Michelle Stone
Peter Beeler

MTC PLANNING TEAM

Chris Brittle, Manager, Planning
Doug Kimsey, RTP Project Manager
Ashley Nguyen
Lisa Kline
Trent Lethco
Valerie Knepper
Susan Williams
Marc Roddin
Vince Petrites

EXECUTIVE SUMMARY

INTRODUCTION

The *Regional Transportation Plan* (RTP) is the principal long-range planning document of the Metropolitan Transportation Commission (MTC). The *2001 Regional Transportation Plan* is a comprehensive, \$87 billion plan that specifies the investments and strategies necessary to maintain, manage and improve the surface transportation network in the nine-county San Francisco Bay region.

PUBLIC OUTREACH AND INVOLVEMENT PROGRAM

A critical component in developing the 2001 plan was a public outreach and involvement program to help identify investments and strategies to improve mobility in the Bay Area. The 2001 RTP Public Outreach and Involvement Program used the MTC Public Involvement Action Plan (December 2000) to help design the outreach process. Drawing on the Action Plan's principles, the outreach approach focused on three specific goals:

- Involve individuals and groups who have not been significantly involved in transportation planning and induce them to participate not only in the development of the plan but also in long-term planning processes;
- Increase the involvement of people living in low-income and minority communities and ensure that the voices of these communities, often underrepresented in public planning programs, are heard; and
- Complement the simultaneous process of the county congestion management agencies to develop lists of projects they are submitting for inclusion in the plan.

The program was conducted in two phases.

Phase I

From late February to mid-May 2001, MTC implemented Phase I to get public direction on regional priorities for the plan's policy element, influence the list of funded projects that are included in the plan, and define a set of alternative transportation funding approaches for the region. For nearly four months MTC collected, reviewed and analyzed thousands of comments from the public. Phase I featured 29 workshops attended by 700 individuals and a "virtual" tour and survey of the plan on the MTC website that was used by more than 1,700 people. In addition, Phase I also included a telephone opinion poll of 1,600 registered voters and a media campaign designed to educate individuals, inform them about the workshops and solicit their input. MTC Commissioners participated in the Phase I workshops and were briefed regularly throughout the process. The entire Phase I process is documented in *Public Outreach & Involvement Program: Phase I Summary Report*, which was issued in June 2001.

Phase II

With the release in August 2001 of the draft plan, MTC launched Phase II of the Public Outreach and Involvement Program. Building on the momentum of Phase I, MTC formulated another extensive effort to encourage citizens and stakeholders to respond to the draft. Phase II focused on providing the public with easy, direct opportunities to convey their views and solicited their feedback on the policy statements, planning initiatives and specific projects proposed for funding in the draft plan. Phase II featured the mailing of the *Draft Regional Transportation Plan Overview* to more than 10,000 individuals and organizations, eight public workshops (with 370 attendees), an extensive section of the MTC website (which received 15,000 hits), major print and electronic media coverage, and a series of heavily-attended Commission meetings in November and December. Phase II also included hundreds of letters, faxes and e-mails to the Commission on key issues and a set of detailed responses that were sent back to those who had commented. This entire process is documented in *Public Outreach and Involvement Program: Phase II Summary Report*, which was issued in December 2001.

Parallel Outreach Efforts

A number of parallel efforts, conducted simultaneous with the development of the draft plan, further defined specific components for improving the region's transportation network. These included the *Environmental Justice Report*, the *Lifeline Transportation Network Report*, the *Performance Measures Report*, the *Regional Bicycle Plan* and the Pedestrian Safety Task Force. These elements, all integral to the 2001 plan, each contained its own public involvement effort. MTC published the results of the efforts in several supplementary reports in conjunction with the draft plan.

EVALUATION METHODOLOGY

In order to evaluate the 2001 RTP Public Outreach and Involvement Program, MTC and its consultant team developed five performance measures that were approved by the Commission on April 18, 2002:

- The ***accessibility*** of the outreach process to serve diverse geographic, language and ability needs;
- The extent, or ***reach***, of the process in involving and informing as many members of the public as possible;
- The ***diversity*** of participants in the outreach process and its ability to reflect the broad range of ethnicities, incomes and special needs of the Bay Area;
- The ***impact*** of public outreach and involvement on the plan and on Commission actions; and
- The ***satisfaction*** with the outreach process expressed by participants.

For each of these five performance measures, a set of quantifiable indicators was established. For example, to measure accessibility, the indicators are "Meetings are held in all nine counties," "One hundred percent of meeting locations are accessible by transit," "Meetings are linguistically accessible to 100 percent of participants," and "All meetings are accessible under the requirements of the Americans with Disabilities Act (ADA)."

The evaluation methodologies combined primary and secondary research techniques. The principal tool developed was an evaluation survey that was distributed through the mail and electronically to 1,800 participants in the public outreach and involvement program. Two hundred eighty-two surveys were returned, tabulated and analyzed. Secondary data analysis included a thorough review of the source documents of the Phase I and Phase II activities, including the two summary reports, report appendices, meeting handouts, announcements, flyers, and public notices produced.

KEY FINDINGS

ACCESSIBILITY

Indicator	Finding
<i>Meetings are held in all nine counties.</i>	Meetings were held in eight counties in the Bay Area during the two phases of the outreach program and throughout the parallel outreach efforts.
<i>100% of meetings are accessible by transit.</i>	All meetings were accessible by public transit.
<i>All meetings are accessible under the requirements of the Americans with Disabilities Act.</i>	Meetings were held in public facilities and all were accessible under requirements of the ADA.
<i>Meetings are linguistically accessible to 100% of participants.</i>	In San Francisco's Chinatown the workshop was conducted entirely in Chinese. At all other workshops translators were available upon request. Outreach meetings targeting seniors or the disabled population also invited participants to request sign interpreters.

REACH

Indicator	Finding
<i>2,000 or more comments logged into comment tracking and response system</i>	More than 4,900 comments from workshops, the MTC website, e-mail surveys, letters, faxes and other sources were recorded and logged.
<i>1,800 individuals actively participate in outreach program</i>	More than 2,280 individuals actively participated in and contributed to the development of the <i>Regional Transportation Plan</i> .
<i>800 – 1,000 visits to the RTP section of the MTC website.</i>	During the outreach and involvement program, the website received more than 40,000 total hits from January through mid-November.
<i>RTP update mentioned in at least 30 newspaper articles.</i>	More than 90 articles were published.
<i>RTP is mentioned in at least 5 opinion or editorial pieces</i>	More than 24 opinion pieces and editorials were published.
<i>MTC participates in at least 20 radio or TV broadcasts</i>	MTC staff conducted a number of interviews with local radio stations. Unfortunately it was not always possible to document which of these interviews were broadcast. In all, a total of 11 confirmed broadcasts were aired during the outreach and involvement program. Radio interviews are usually broadcast multiple times, so one confirmed interview translates into at least 2 or 3 additional airings.

DIVERSITY

Indicator	Finding
<i>Demographics of targeted workshop groups roughly mirrors the demographics of the Bay Area.</i>	Due to privacy concerns, precise information on the demographics of the targeted workshop groups was not collected. However, MTC reached a diverse group of participants by taking the outreach process into low-income communities, partnering with local groups to conduct workshops. Eight workshops were co-hosted by non-profit groups in low-income communities. One Phase I workshop was targeted to seniors and the disabled, four workshops were conducted with the Bay Area business community, and two others focused on the general commuting population. Eleven Phase I workshops were conducted for the general public.

70% of targeted organizations and groups participated in at least one RTP meeting

All groups and organizations that were targeted for workshops agreed to co-host and conduct one workshop.

Participants represent a cross-section of people of various interests, places of residences, and primary modes of travel

Participants in the outreach process represented a cross-section of the Bay Area. The process included many individuals who were talking publicly about transportation issues for the first time. Use of the web allowed individuals from all nine counties who could not attend workshops or meetings to participate in the outreach process.

IMPACT

Indicator

100% of written comments received are logged into the comment tracking and Response System, analyzed, summarized, and communicated in time for consideration by staff and Commissioners

Finding

One hundred percent of all comments received—written, oral and electronic—were logged, analyzed, summarized, presented and distributed to the Commission. Additionally, many letters were directed to specific Commissioners and staff members for individual review.

100% of written comments are acknowledged so that the person making them knows whether their comment is reflected in the outcome of a Commission action, or conversely why the Commission acted differently.

All letter writers commenting on the plan through the mail received a specific letter in reply from MTC. (Some form letters submitted into the record in a group, like a petition, were not responded to with individual replies.) In addition, participants who commented through workshops and the web could track results in three ways—*Overview* mailing, attendance of Commission meetings, and the MTC website.

PARTICIPANT SATISFACTION

In the evaluation survey distributed at the end of the public outreach and involvement program the performance indicators were measured using an agreement scale. Scores are based on a four-point scale, with *strongly agree* rating four points, *agree* rating three points, *disagree* rating two points and *strongly disagree* rating one point. When the means are calculated, the statements that had the greatest agreement scored above 3.0. Statements with mid-level support scored from 2.7 to 3.0. Statements with the lowest level of support scored below 2.7.

Indicator

Finding

Accessibility: (Meeting locations, materials presented in appropriate languages for targeted audiences).

Most respondents agreed that the meetings were accessible and received proper notice. The “no barriers” statement received a high level of support, while the “adequate notice” statement received mid-level agreement.

Adequate notice of the meetings was provided.

Sufficient opportunity to comment

There was a high or mid-level of satisfaction with participants’ opportunities to ask questions and provide comments in the workshops and the overall process.

Educational value of presentations and materials.

For many people, participating in workshops was a good opportunity to learn more about Bay Area transportation. In addition, 61 percent felt that the outreach process gave them a better understanding of other people’s perspectives and priorities.

Understanding of other perspectives and priorities.

Clear information at an appropriate level of detail

Most outreach participants were favorable about their ability to understand the issues presented to them in the workshops and on the web.

Clear understanding of items that are established policy versus those that are open to public influence.

Somewhat lower scores were given by participants to their understanding of three more complex issues discussed in the workshops and on the web. More participants had trouble understanding transportation funding issues for the plan, the tradeoffs required in the plan between needed improvements competing for limited funds, and the choices to expand transit.

Quality of the discussion.

While participants were generally positive about their ability to ask questions, provide comments and understand key plan elements, they were less positive about the quality of the discussions that took place in the public outreach process. For each of the different workshop series evaluated, “quality of the discussion” received some of the lowest levels of participant agreement of all of the workshop performance measures evaluated.

Responsiveness to comments received.

Survey respondents gave their lowest level of support to the statement “My input was heard by decision makers.” While 40 percent agreed that their input was heard, 30 percent disagreed and another 30 percent weren’t sure.

At the same time, participants were generally positive (61 percent) that the public outreach process made a positive contribution to the 2001 plan.

PARTICIPANT SATISFACTION FOR PARALLEL PLANNING EFFORTS

Lifeline Transportation Network

Participants gave high marks to their opportunity to ask questions and provide comments, to “understanding the purpose of the workshops,” and to “learning more about transportation.” Medium-level ratings were given to “a quality discussion of issues” and to “the Lifeline effort is laying a foundation for improving transportation for low-income individuals.”

Regional Bicycle Plan

Participants in the bicycle plan process were the most positive about understanding the purpose of the plan meetings and were generally positive about their opportunities to ask questions and provide comments. Lower scores were given to “a quality discussion on key issues took place,” “I learned more about transportation” and “the Regional Bicycle Plan will make a significant improvement in bicycle transportation in the Bay Area.”

Pedestrian Safety Summit

Individuals who took part in the Pedestrian Safety Task Force gave high marks to “having the opportunity to ask questions and provide comments” and “understanding the purpose of the meetings/summit.” The lowest scores were for “a quality discussion took place” and “the final recommendations will make a significant improvement in pedestrian safety.”

Environmental Justice Working Group

A medium-level score was awarded to “understanding the purpose of the meetings,” and “having the opportunity to ask questions and provide comments.” Lower scores were given to “a quality discussion took place,” “learning more about transportation” and “the Environmental Justice Report made a positive contribution to the 2001 RTP.”

RECOMMENDATIONS FOR THE 2004 RTP

The following recommendations are based on the survey findings reported in the previous section and on comments made by 2001 outreach process participants during Phase I and Phase II of the campaign.

OVERALL

1. Create a more closely-integrated public outreach and involvement program involving both MTC and the county congestion management agencies.
2. Begin planning the 2004 outreach program during early 2003 and implement later in 2003.
3. Get buy-in and agreement on procedures and criteria that will be used to select projects, programs and alternatives *before* the plan development process begins.

MEETINGS AND WORKSHOPS

4. Design better opportunities for meaningful, facilitated discussions between (a) groups with differing viewpoints and (b) outreach participants and decision-makers (staff, CMA boards and the Commission). This is particularly needed in Phase II.
5. Redesign the Commission meetings in which the draft plan is debated and final testimony is taken to allow for a more thoughtful and productive dialogue between the public and Commissioners.
6. Continue and enhance the very successful partnerships used for the Phase I workshops.
7. Make better use of the MTC advisory committees as ongoing panels for policy/program review so that they are positioned to play a stronger, informed role when the plan development process begins.
8. Provide more geographic balance for workshops.
9. Continue and expand the role of Commissioners at local workshops.

MTC WEBSITE

10. Continue and expand the use of the MTC website to publicize the outreach process, gather input and report progress.

COMMUNICATION

11. Create new and enhanced methods for communicating with outreach participants during Phase II of the program (after the draft is released).
12. All flyers and other publicity for workshops must provide notice about the availability of translating services.
13. Use print media more to report on progress and key outstanding issues during the outreach process.
14. Design new outreach publicity strategies to assure a broader representation of “interests” in the process.
15. Recruit and train a sufficient number of staff members, with different technical and language capabilities, to be able to respond to media requests generated by the media relations effort. Ensure that their availability is a high enough priority that they can respond when media request interviews.

1. INTRODUCTION

DEFINING THE RTP

The *Regional Transportation Plan* (RTP) is the principal long-range planning document of the Metropolitan Transportation Commission (MTC). The 2001 RTP is a comprehensive, \$87 billion plan that specifies the investments and strategies necessary to maintain, manage and improve the surface transportation network in the nine-county San Francisco Bay region. The plan specifies how MTC intends to spend transportation funding likely to flow to the region from existing local, regional, state and federal sources between now and 2025.

PUBLIC OUTREACH AND INVOLVEMENT

In development for approximately one year, the 2001 plan is the product of a concerted effort by MTC staff and a team of consultants, plus a parallel analysis and deliberative process on the part of the nine county congestion management agencies. A critical component in developing the 2001 plan was a public outreach and involvement campaign to help identify investments and strategies to improve mobility in the Bay Area.

In order to obtain and respond to public input and involvement, MTC implemented a multifaceted campaign in two phases. In Phase I, MTC solicited public involvement early in the planning process that was integral to the development of the draft plan. The draft plan was distributed for public comment in August. The Phase II outreach campaign was designed to elicit comment and feedback on the draft—specifically how people felt about the transportation projects and innovative solutions proposed in the document.

EVALUATION

Prior to the commencement of the campaign, MTC worked with the consultant team to establish performance measures for the public outreach and involvement effort. These performance measures were used to evaluate five key characteristics of the program:

- 1) The ***accessibility*** of the outreach process to serve diverse geographic, language and ability needs;
- 2) The extent, or ***reach***, of the process in involving and informing as many members of the public as possible;
- 3) The ***diversity*** of participants in the outreach process and its ability to reflect the broad ranges of ethnicities, incomes and special needs of the Bay Area;
- 4) The ***impact*** of public outreach and involvement on the plan and on Commission actions; and
- 5) The ***satisfaction*** with the outreach process expressed by participants.

REPORT OVERVIEW

This evaluation report is intended as a companion piece to the two reports describing the Phase I and Phase II public outreach and involvement programs.

Chapter 2 summarizes the outreach activities and the methods used to solicit and understand public comments conducted during Phase I and Phase II.

Chapter 3 describes the methods used to evaluate and analyze these outreach efforts and their impact on the planning process. Evaluation findings are based on the five performance measures developed and adopted by MTC.

Chapter 4 summarizes the principle findings of the evaluation.

Chapter 5 includes recommendations for the Commission and MTC planners for the 2004 outreach program. These findings are based on the lessons learned during the 2001 outreach process and the comments received during the evaluation.

2. SUMMARY OF OUTREACH APPROACH & ACTIVITIES

APPROACH TO PUBLIC OUTREACH AND INVOLVEMENT

The approach to the 2001 RTP Public Outreach and Involvement Program was based upon an analysis of previous planning cycles. Following an assessment of MTC's overall public involvement procedures in December 2000, MTC adopted a Public Involvement Action Plan that guided the development of the public outreach and involvement program during 2001.

The MTC Public Involvement Action Plan was built on the following principles:

- Public participation is a dynamic activity that requires teamwork and commitment at all levels of the MTC organization.
- One size does not fit all—effective public participation strategies must be tailored to fit the audience and the issue.
- Citizen advisory committees can be used to hear and learn from many voices in the Bay Area.
- Engaging the interested citizen in 'regional' transportation issues is challenging, but possible.
- Effective public outreach and involvement requires relationship building.

The Action Plan also described a set of new policy directions and a series of concrete actions that would support the guiding principles. These actions addressed how Commission meetings are run, public noticing procedures, the distribution of information packets, and methods for effectively incorporating public comments and feedback into the planning effort.

The 2001 Public Outreach and Involvement Program used the MTC Public Involvement Action Plan to help design the outreach process. Drawing on the Action Plan's principles, the outreach approach focused on three specific goals:

- Involve individuals and groups who have not been significantly involved in transportation planning and induce them to participate not only in the development of the 2001 plan but also in long-term planning processes;
- Increase the involvement of people living in low-income and minority communities and ensure that the voices of these communities, often underrepresented in public planning programs, are heard; and
- Complement the simultaneous process of the county congestion management agencies to develop lists of projects they are submitting for inclusion in the plan.

Outreach activities were designed to educate people as well as to solicit their opinions. The educational element was intended to inform participants about the implications involved in adopting the plan: What are the issues that must be considered in planning the transportation system? What effects will the different choices have on our communities and our region? At the same time, the involvement campaign was designed to make it easy for participants to express their priorities and preferences, both in terms of values and actual projects and programs.

PHASE I

Four types of activities were used in Phase I: public and targeted workshops; a complementary education unit/survey on MTC's website; a regional telephone poll; and media outreach to support these efforts. Public comments and suggestions during Phase I resulted in the development of the *2001 Draft Regional Transportation Plan*, produced in August 2001. MTC Commissioners participated in the Phase I workshops and were briefed regularly throughout the process. The entire Phase I process is documented in *Public Outreach & Involvement Program: Phase I Summary Report*, which was issued in June 2001.

Targeted Workshops: In spring of 2001, workshops targeted at specific communities and interests (such as business groups, low-income communities and seniors) were used to generate participation from a range of special interests, ethnic groups, socioeconomic groups and geographic representatives throughout the region. The workshops sought to involve individuals and organizations that had previously not participated in the RTP planning process. A total of 29 workshops were held, with more than 700 attendees.

Virtual Involvement: Although workshops were held throughout the region, many people could not attend a workshop in person. For those with access to the Internet, MTC staff created a "virtual tour" of the workshop with questions and processes that mirrored those posed during the regular workshop sessions. The site generated much interest and many useful and relevant comments. More than 1,700 people participated, submitting more than 2,200 comments.

Telephone Opinion Poll: To complement the workshops and web survey, MTC staff and a survey research firm designed and conducted a regional telephone poll of 1,600 registered voters on key 2001 plan issues in April and May of 2001.

Media Outreach: A media outreach campaign was designed to support the workshops and web survey. Specifically, media relations activities were conducted to generate attendance at targeted workshops when appropriate, to educate citizens about the plan and choices involved, and to solicit comments and opinions from citizens about how they would like discretionary funds to be spent. Media outreach was broken into two categories: general public outreach and low-income/minority outreach.

PHASE II

Phase II of MTC's Public Outreach and Involvement Program for the Regional Transportation Plan asked participants to give their feedback on the *2001 Draft RTP*. To facilitate this feedback process, MTC produced and distributed a summary document of the full draft report.

The *RTP Overview*, produced by MTC staff and bound separately from the full draft, provided a vital, public-friendly summary of the draft RTP. More than 10,000 copies of the *RTP Overview* were mailed to Bay Area residents and organizations. This mailing packet included the *RTP Overview*, a survey inviting comments on the *RTP Overview*, dates and locations of Phase II workshops and public hearings, and information about how to obtain a copy of the *2001 Draft RTP* in its entirety. The notice also recommended reviewing the MTC website to view the draft plan and the other related studies and reports. The survey, distributed in the mail with the *RTP Overview*, was also posted on the website. Viewers were invited to submit the survey electronically or to print out the survey and mail or fax it to MTC directly.

Eight Phase II public outreach workshops/public hearings were held on the draft plan during the fall of 2001. The intent of the workshops was two-fold. First, the workshops were intended to give an overview of the draft plan and solicit comments about it. Second, the workshops were designed to receive needed input about two critical ongoing components of the draft: the Regional Transit Expansion Policy and a set of proposed innovative strategies.

The regularly scheduled MTC committee and Commission meetings held from September to December became additional important forums for the public to communicate with Commissioners. All MTC committee and Commission meetings are open to the public, and the public took advantage of this by attending, and rallying, to speak directly to Commissioners. The September 26 Commission meeting was dedicated to this purpose, but Commission meetings in subsequent months also included extensive public testimony on the draft plan.

These public outreach efforts were complimented by hundreds of letters, faxes and e-mail communications commenting on the *2001 Draft RTP*. To each of these communications MTC staff and Commissioners responded with detailed responses to the questions and concerns posed. This process is documented in *Public Outreach and Involvement Program: Phase II Summary Report*, which was issued in December 2001.

PARALLEL OUTREACH EFFORTS

Concurrent with the RTP Public Outreach and Involvement Program, MTC undertook several other studies on key regional transportation issues. These targeted studies provided information and guidance that contributed to the development of the Draft plan. Of the six related planning efforts, four had their own public outreach and involvement component and were included as part of this evaluation. MTC published the results of the efforts in several supplementary reports in conjunction with the draft plan. These parallel planning efforts included:

- Lifeline Transit Network Workshops
- Regional Bicycle Plan Meetings
- Environmental Justice Working Group
- Pedestrian Safety Taskforce and Summit Meeting

Page intentionally left blank for formatting purposes.

3. EVALUATION METHODOLOGY

MEASURING PERFORMANCE

In order to evaluate the 2001 RTP Public Outreach and Involvement Program, MTC and its consultant team developed five performance measures and a set of quantifiable indicators.

Accessibility

- Meetings are held in all nine counties.
- One hundred percent of meeting locations are accessible by transit.
- Meetings are linguistically accessible to 100 percent of participants, with three working days' advance request for translation. (Meeting announcements will offer translation services with advance notice to participants speaking any language with available professional translation services.)
- All meetings are accessible under the requirements of the Americans with Disabilities Act (ADA).

Reach

- Two thousand or more written comments are logged into the Comment Tracking and Response System.
- At least 1,800 individuals actively participate in the RTP Outreach and Involvement Program, as measured by survey responses and meeting attendance (excluding repeat attendance).
- There are 800 to 1,000 visits to or "views" of the RTP section of the MTC website during active periods of the public outreach and involvement program.
- The RTP update or elements of it are mentioned in at least 30 newspaper articles or other printed media.
- MTC participates in at least 20 radio or television broadcasts during the RTP Update process.
- The RTP Update is mentioned in five newspaper opinion pieces.

Diversity

- The demographics of targeted workshop groups (age, ethnicity, income, geographic location, disability) roughly mirrors the demographics of the Bay Area's population.
- Seventy percent of targeted organizations and groups participate in at least one RTP Update meeting.
- Participants represent a cross-section of people of various interests, places of residence and primary modes of travel, as reported on evaluation forms distributed at meetings.

Impact

- One hundred percent of written comments received are logged into the Comment Tracking and Response System, analyzed, summarized and communicated in time for consideration by staff or Commissioners.
- One hundred percent of the written comments are acknowledged so that the person making them knows whether his or her comment is reflected in the outcome of a Commission action, or conversely, why the Commission acted differently.

Participant Satisfaction

Sixty percent of RTP participants agree that MTC met each of the following performance dimensions in the public outreach and involvement program.

- Accessibility (meeting locations, materials presented in appropriate languages for targeted audiences, with sufficient advance notice, etc.)
- Adequate notice of the meetings
- Sufficient opportunity to comment
- Clear understanding of items that are established policy versus those that are open to public influence
- Clear information at an appropriate level of detail
- Educational value of presentations and materials
- Responsiveness to comments received
- Understanding of other perspectives and differing priorities
- Quality of the discussion

COLLECTING INFORMATION

The evaluation methodologies combined primary and secondary research techniques to determine the extent to which MTC met the above performance measures. The formal evaluation process began in January 2002, after completion and approval of the final RTP document at the December 2001 MTC Commission meeting. The principal tool developed was an evaluation survey that was distributed to participants of the public outreach and involvement program.

Secondary data analysis included a thorough review of the meeting records and the source documents of the Phase I and Phase II activities. These included the two summary reports, report appendices, meeting handouts, announcements, flyers, and public notices produced. The evaluation team also reviewed the newspaper and media pieces published about the RTP outreach process.

Evaluation Survey

Participant satisfaction was measured by a detailed evaluation survey conducted in March 2002. The survey was distributed to 1,800 participants that had either attended public workshops, participated in the online survey or communicated with MTC about the plan via letter, fax or e-mail. As these communications and workshop records were catalogued during the outreach process, a growing mailing list was developed, including both postal and e-mail addresses. Because this mailing list was developed from the names and addresses of the participants that had self-selected themselves to be included in future mailings from MTC, it is not representative of Bay Area residents and workers. Rather, it is intended to be understood as an indicator of outreach *participant* satisfaction and must be considered in conjunction with the comments and feedback received on the outreach process throughout the 10-month program.

The survey was distributed through the mail and through an e-mail message with links to an online version. The survey was also developed in Spanish and Mandarin. The cover letter for the survey included a brief notice at the bottom in each language informing individuals of the purpose of the survey and with instructions on how to obtain a copy of the survey in either Spanish or Mandarin. In all, nearly 300 people responded to the two versions of the survey.

The survey included six sections that asked participants to voice their opinions about how well MTC and the outreach process met the performance criteria for participant satisfaction. Responses were tracked for the overall public outreach and involvement program and for the specific outreach activities conducted for the four parallel outreach efforts. Participants were also asked to describe their participation activities. These questions were intended to help MTC understand who was involved in the public outreach program and how they engaged in the process. A final section asked participants to describe their demographic characteristics.

Responses to the evaluation survey were also compared to the comments and feedback on the outreach process received during the public outreach and involvement program. For example, the Phase II outreach workshops/public hearings, which were transcribed verbatim, included public comments related to the outreach process. These comments, plus others obtained in Phase I, were used to complement and illuminate the findings and trends indicated by the evaluation survey responses.

Page intentionally left blank.

4. KEY FINDINGS

Since the *Regional Transportation Plan* is the principal planning document for the Metropolitan Transportation Commission, each planning cycle provides a significant learning opportunity for conducting effective public outreach and involvement programs. In addition, successful outreach programs must be modified to fit with changing circumstances in the Bay Area transportation environment. With this spirit in mind, we submit the following findings on the 2001 outreach process as well as recommendations to MTC Commissioners for the development of the next RTP in 2004.

ACCESSIBILITY

During this public outreach and involvement program, MTC extended its efforts to ensure that meetings were accessible to a broad range of Bay Area residents. For example, through partnerships with local community organizations, the Phase I and Lifeline Transportation Network workshops were conducted in neighborhoods where transportation planning has not normally been conducted.

Indicator:
Meetings are held in all nine counties.

Meetings were held in eight counties in the Bay Area during the two phases of the outreach program and throughout the parallel outreach efforts. No meetings were held in Napa County, although the meetings in Vallejo were publicized throughout Napa County and included directions to the event. The complete breakdown of key meeting locations is as follows:

<i>County</i>	<i>Phase I Locations</i>	<i>Phase II Locations</i>	<i>Parallel Planning Locations</i>
Alameda	Oakland (6)** Pleasanton Hayward (2) Union City	Oakland Pleasanton	Oakland (EJ) Oakland (Bicycles) Oakland (Pedestrians) Oakland (Lifeline) Livermore (Lifeline)
Contra Costa	San Pablo** Antioch (2) Walnut Creek North Richmond Martinez	Richmond	North Richmond (Lifeline)
Marin	San Rafael		Fairfax (Bicycles)
Napa			
San Francisco	San Francisco (3)	San Francisco	San Francisco (Bicycles) San Francisco (Lifeline)
San Mateo	San Carlos East Palo Alto	San Carlos	San Mateo (Lifeline)
Santa Clara	San Jose (2) East San Jose Palo Alto	San Jose	San Jose (Bicycles) San Jose (Lifeline)
Solano	Suisun Vallejo	Vallejo	Vallejo (Lifeline)
Sonoma	Santa Rosa	Petaluma	

** Alameda and Contra Costa CMAs elected to conduct a number of Phase I meetings using MTC workshop materials, questions, displays, etc.

KEY FINDINGS

Indicators:
100% of meetings are accessible by transit.

All meetings are accessible under the requirements of the Americans with Disabilities Act.

All meetings were accessible by public transit. Meeting notices included both driving directions and directions for taking public transit. Meetings were held in public facilities, and all were accessible under requirements of ADA. Directional signs were placed to indicate accessible routes to meeting rooms.

Indicator:
Meetings are linguistically accessible to 100% of participants.

In San Francisco's Chinatown, the workshop was conducted entirely in Chinese. At all other workshops translators were available upon request. Outreach meetings targeting seniors or the people with disabilities also invited participants to request sign interpreters. Much of the outreach was done through local community agencies. More than 200 local community agencies were contacted and sent flyers for posting or publicity in their newsletters.

Meeting flyers were developed individually for each outreach workshop. Most flyers were not developed with notices in multiple languages. Some flyers, particularly for workshops specifically targeting language isolated communities, were printed entirely in Spanish or Chinese. Notice of meetings and availability of translation services to linguistically isolated populations was conducted principally through the outreach of partnering local community agencies.

The RTP portion of the MTC website also included Spanish and Chinese versions of the *2001 Draft RTP* and language appropriate materials regarding the planning process and the public outreach and involvement program.

REACH

Indicator:
2,000 or more comments logged into comment tracking and response system

More than 4,900 comments from workshops, the MTC website, e-mail surveys, letters, faxes and other sources were recorded and logged. The comments were summarized in the *Phase I Summary Report Appendices* and the *Phase II Summary Report Appendices* (two volumes).

Indicator:
1,800 individuals
actively participate in
outreach program

More than 2,280 individuals actively participated in the development of the *Regional Transportation Plan*.

- Seven hundred people attended 29 workshops during the Phase I public outreach and involvement program.
- One hundred and eighty-five people responded to the August survey on the *2001 Draft RTP*.
- More than 1,700 people took part in the Phase I “virtual tour” of the RTP on the MTC website—viewing materials, answering questions and providing comments.
- Three hundred and sixty-nine individuals attended eight Phase II outreach workshops/public hearings.
- Ninety individuals attended workshops in low-income communities for the Lifeline Transportation Network.
- The Environmental Justice Advisory Group reported 88 attendees at their six meetings.
- Ninety local law enforcement, public works, public health and community activists attended a summit on pedestrian safety.
- Six hundred sixty-three written comments (letters, faxes, and e-mails) were submitted on the *2001 Draft RTP*.
- 162 individuals testified at Commission meetings on the RTP in December.
- In addition, 1,600 individuals participated in March in a random telephone poll of registered voters in the nine-county Bay Area and 2,500 students sent postcards on the School Pass proposal.

Indicator:
800 – 1,000 visits to the
RTP section of the
MTC website.

The RTP portion of the MTC website was a popular venue for receiving information about the plan and about the outreach and involvement program. Responses to the website far exceeded MTC expectations. During the outreach and involvement program, the website received more than 40,000 total hits from January through mid-November. This new use of the web by MTC extended the reach of the outreach by allowing hundreds of individuals to participate who could not attend meetings due to physical disability, distance, meeting times or other reasons.

KEY FINDINGS

Indicators:
RTP update mentioned in at least 30 newspaper articles

RTP is mentioned in at least 5 opinion or editorial pieces

MTC worked with Bay Area newspapers to disseminate information about the 2001 plan throughout the region. In all, more than 100 articles and opinion pieces were published. During Phase I local newspapers published more than 30 articles, one editorial and three opinion pieces related to the process. During Phase II, local newspapers published over 60 articles, seven editorials and 13 opinion pieces related to the plan. The articles and opinion pieces were published in nearly every major local paper, including the following:

- *San Jose Mercury News*
- *San Francisco Chronicle*
- *San Francisco Business Times*
- *Oakland Tribune*
- *Contra Costa Times*
- *San Mateo Times*
- *Santa Rosa Press Democrat*
- *Fairfield Daily Reporter*
- *Napa Register*
- *Marin Independent Journal*
- *Vacaville Reporter*
- *Sacramento Bee*

Indicators:
MTC participates in at least 20 radio or TV broadcasts

MTC staff conducted a number of interviews with local radio stations. Unfortunately it was not always possible to document which of these interviews were broadcast. In all a total of 11 confirmed broadcasts were aired during the outreach and involvement program. MTC staff also presented information to 10 public affairs directors at a meeting of the Bay Area Public Affairs Director Association. Due to the events of September 11, several scheduled interviews and broadcasts were cancelled.

DIVERSITY

***Indicators:
Demographics of
targeted workshop
groups roughly mirrors
the demographics of
the Bay Area.***

Due to privacy concerns, precise information on the demographics of the targeted workshop groups is not available. This evaluation is based on qualitative information.

MTC reached a diverse group of participants by taking the outreach process into low-income communities, partnering with local groups to conduct workshops. Eight Phase I workshops were held in East Palo Alto, East San Jose, North Richmond, San Francisco's Chinatown, San Francisco's Hunters Point neighborhood, downtown Vallejo, Oakland's San Antonio neighborhood and Martinez. In addition, two Phase I workshops were conducted with CalWORKs participants in South San Jose and Antioch. In the fall, seven workshops were held to develop the Lifeline Transportation Network in low-income neighborhoods in Oakland, Vallejo, Richmond, Livermore, San Jose, San Mateo and San Francisco. Finally, two of the eight Phase II workshops in September-October were held adjacent to low-income neighborhoods in Richmond and Vallejo.

At the same time, one Phase I workshop was targeted to seniors and people with disabilities, four workshops were conducted with the Bay Area business community and two others focused on the general commuting population. Finally, 11 Phase I workshops were conducted for the general public by local congestion management agencies.

***70% of targeted
organizations and
groups participated in
at least one RTP
meeting***

MTC targeted the groups through a large number of phone calls to community groups in each county. Flyers publicizing the workshops were distributed in English, Spanish, Chinese, Vietnamese and Lao. All groups that were targeted for the Phase I workshops agreed to co-host and conduct one workshop.

***Participants represent
a cross-section of
people of various
interests, places of
residences, and
primary modes of
travel***

Participants in the outreach process represented a reasonable cross-section of the Bay Area: Job seekers and job holders. Students and retirees. Drivers, bus riders, train riders, bicyclists and walkers. Urban and suburban dwellers. Individuals participated as private citizens and as representatives of community organizations, business organizations, environmental groups and labor. MTC heard from teachers, doctors, government agency heads, elected officials, clergy and a wide variety of other occupations. The process included many who regularly take part in transportation planning and advocacy as well as individuals who were talking publicly about these issues for the first time.

Use of the web allowed individuals from all nine counties who could not attend workshops or meetings to participate in the outreach process.

The following table identifies the sponsoring organization/agency and location for targeted workshop held in conjunction with Phase I of the *Regional Transportation Plan* Public Outreach and Involvement Program:

KEY FINDINGS

<i>Sponsor</i>	<i>City</i>
California Alliance for Jobs & Port of Oakland	Oakland
Alameda County Congestion Management Agency	Pleasanton
MTC Elderly and Disabled Advisory Committee	Oakland
California Alliance for Jobs & North Coast Builders Exchange	Santa Rosa
League of Women Voters, San Jose/Santa Clara Chapter	East San Jose
Economic Development Alliance for Business	Hayward
One East Palo Alto Neighborhood Initiative	East Palo Alto
Neighborhood House of North Richmond	North Richmond
California State Automobile Association	San Francisco
United Neighborhood Association of Santa Clara County	San Jose
Silicon Valley Manufacturing Group	Palo Alto
East Bay Asian Local Development Corporation	Oakland
Continental of Omega Boys and Girls Club Federation of Latin American Descendents Filipino-American Social Services Vallejo Intertribal Council	Vallejo
Chinatown Community Development Agency	San Francisco
Bay View Hunters Point Community Advocates	San Francisco
Contra Costa Labor and Environmental Movements Collaboration	Martinez

Based on the data from the post-RTP evaluation survey, participants had the characteristics listed below. (Note: This mail-in or e-mail survey is not expected to be representative of the overall population that took part in the 2001 RTP.) Race/ethnicity does not total 100 percent because respondents were asked to indicate all that applied.

Characteristics of Respondents to post-RTP Evaluation Survey

<ul style="list-style-type: none"> ▪ Mode of Travel 45% auto users 55% transit users (1-2 days a week) ▪ Gender 64% male 36% female ▪ Age 5% age 24 years and under 70% age 25 to 59 years 25% age 60 years and older 	<ul style="list-style-type: none"> ▪ Race and Ethnicity 71% White 11% Hispanic/Latino 5% Black/African American 2% Asian Indian 5% Chinese 4% Filipino 2% Japanese 1% Vietnamese 2% Other Asian/Pacific Islander 4% American Indian/Alaskan Native 5% Other race
---	--

IMPACT

100% of written comments received are logged into the comment tracking and Response System, analyzed, summarized, and communicated in time for consideration by staff and Commissioners

One hundred percent of all comments received—written, oral and electronic—were logged, analyzed, summarized and presented to the Commission. Additionally, many letters were directed to specific Commissioners and staff members for individual review.

The Phase I comments were summarized in the *Phase I Summary Report* and presented to the Commission on May 23. All Phase I comments were reported *in their entirety* in the *Phase I Summary Report Appendices*.

The Phase II comments were summarized in two memos presented to the Commission on October and November. They were subsequently incorporated into the *Phase II Summary Report*. All Phase II comments were reported *in their entirety* in the two-volume *Phase I Summary Report Appendices*.

100% of written comments are acknowledged so that the person making them knows whether their comment is reflected in the outcome of a Commission action, or conversely why the Commission acted differently.

All letter writers commenting on the plan through the mail received a specific letter in reply from MTC. (Some form letters submitted into the record in a group, like a petition, were not responded to with individual replies.) In addition, participants who commented through workshops and the web were given acknowledgement in three ways. The special *Draft RTP Overview*, summarizing Phase I input and outlining the subsequent Draft RTP was mailed to all Phase I participants in August. Phase II participants could track the impact of their comments through changes in the draft plan presented and discussed at the October, November and December Commission meetings. All participants could track changes in the plan by viewing and downloading drafts and key memos from the MTC website.

PARTICIPANT SATISFACTION

Performance Measures

In the evaluation survey distributed at the end of the public outreach and involvement program, the performance indicators were measured using an agreement scale. This scale, as opposed to the excellent/good/fair/poor scale originally proposed, allowed the survey to better target respondents' personal experiences.

The following findings list the mean score for each of the survey questions. Scores are based on a four-point scale, with *strongly agree* rating four points, *agree* rating three points, *disagree* rating two points and *strongly disagree* rating one point. Those respondents indicating *no opinion* were not included in the calculation of mean score. When the means are calculated, the statements that had the greatest agreement scored above 3.0. Statements with medium-level support scored from 2.7 to 3.0. Statements with the lowest level of support scored below 2.7.

A full listing of the questions and responses to the survey is included in the Appendix.

Findings

Nearly 300 people responded to the evaluation survey distributed through the mail and on the Internet. The survey was distributed to 1,800 participants. Overall, participants expressed the strongest satisfaction with their ability to ask questions and participate in the workshops and with the MTC website. Participants expressed less satisfaction with the quality of the discussions and the impact of their input on the decision-making process. The survey results are summarized below, according to the key performance measures.

Accessibility and Noticing

Accessibility: (Meeting locations, materials presented in appropriate languages for targeted audiences).

Adequate notice of the meetings was provided.

Most respondents agreed that the meetings were accessible and received proper notice. The “no barriers” statement received a high level of support, while the “adequate notice” statement received medium-level agreement.

Evaluation Survey Results

<i>There were no barriers (language or other) to my participating in the workshop discussion.</i>	3.21
<i>Adequate notice of meetings was provided.</i>	2.89

Opportunity to Comment and Question

Sufficient opportunity to comment

The survey queried participants about their opportunities to ask questions and provide comments in the overall outreach program, in the outreach workshops, and in each of the parallel outreach processes evaluated. There was a high or medium level of satisfaction with participants’ opportunities to participate in this basic manner.

Evaluation Survey Results

<i>I had sufficient opportunity to provide comments.</i>	2.97
<i>I felt I had the opportunity to ask questions and provide comments at the workshop I attended.</i>	3.10
<i>I felt I had the opportunity to ask questions and provide comments about plans for expanding transit.</i>	2.91

Education and Learning

Educational value of presentations and materials.

Understanding of other perspectives and priorities.

For many people, participating in workshops was a good opportunity to learn more about Bay Area transportation. In addition to saying it was an educational venue about Bay Area transportation issues and concerns, 61 percent felt that the outreach process gave them a better understanding of other people's perspectives and priorities. The workshops, the web and Commission meetings were places where people could easily see and hear differing viewpoints on a wide variety of transportation topics.

Evaluation Survey Results

<i>I learned more about transportation by participating in the workshops</i>	2.82
<i>I gained a better understanding of other people's perspectives and priorities</i>	2.85

Clarity of Information and Materials

Clear information at an appropriate level of detail

Most outreach participants were favorable about their ability to understand the issues presented to them in the workshops and on the web. Participants responding to the survey felt that the workshop information provided was clear and helped them understand the planning process.

The website and the *Draft RTP Overview* (distributed in August when the draft plan was released) also had generally positive feedback from participants who reviewed them.

Evaluation Survey Results

<i>The information presented in the workshops was clear and contained an appropriate level of detail.</i>	2.89
<i>The MTC Website provided clear information on the plan and was useful for participating in the planning process.</i>	2.95
<i>The RTP overview booklet, distributed in August, was easy to understand</i>	2.92

Clear understanding of items that are established policy versus those that are open to public influence.

Somewhat lower scores were given by participants to their understanding of three more complex issues discussed in the workshops and on the web. More participants had trouble understanding transportation funding issues for the 2001 plan, the tradeoffs required in the plan between needed improvements competing for limited funds, and the choices available to expand transit.

Evaluation Survey Results

<i>I was able to understand which parts of transportation funding were already spoken for (committed by law, ballot measures, etc.) and which parts were up for discussion.</i>	2.74
<i>The workshops helped me understand the choices and tradeoffs required in the plan, such as the amount invested in maintenance versus expansion of the transportation network.</i>	2.70
<i>I understood the choices available to expand transit (rail & bus) in the Bay Area.</i>	2.83

Quality of Discussion

Quality of the discussion.

While participants were generally positive about their ability to ask questions, provide comments and understand key plan elements, they were less positive about the quality of the discussions that took place in the public outreach process. For each of the different workshop series evaluated, “quality of the discussion” had the some of the lowest levels of participant agreement of all of the workshop performance measures evaluated.

Evaluation Survey Results

<i>MTC did a good job of involving the public.</i>	2.70
<i>A quality discussion on key issues took place.</i>	2.54

Responsiveness and Impact

Responsiveness to comments received.

Survey respondents gave their lowest level of support to the statement “My input was heard by decision makers.” While 40 percent agreed that their input was heard, 30 percent disagreed and another 30 percent weren’t sure. Open-ended comments to support the “disagree” position contained strong language (see full comments in the Appendix) from a number of respondents. The “no opinion” figure is also alarming, as it probably reflects the fact that many outreach participants do not know the eventual outcomes that are contained in the lengthy and detailed final *Regional Transportation Plan*.

At the same time, participants are generally positive (61 percent) that the public outreach process made a positive contribution to the 2001 plan. Again, a rather large “no opinion” response (16 percent) is disturbing in that some participants were unable to follow the 2001 plan process through to its conclusion and to know if their input made a difference.

Evaluation Survey Results

<i>My input was heard by decision-makers.</i>	2.46
<i>Public outreach and involvement made a positive contribution to the 2001 Regional Transportation Plan.</i>	2.86

PARTICIPANT SATISFACTION FOR PARALLEL PLANNING EFFORTS

Participants who took part in any of the four parallel planning processes—Lifeline Transportation Report, Regional Bicycle Plan, Pedestrian Safety Task Force and Environmental Justice Working Group—also responded to evaluation survey questions about those specific efforts.

Lifeline Transportation Network

Participants stated gave high marks (3.24) to their opportunity to ask questions and provide comments. (The meetings were designed around a set of group exercises using the MTC Lifeline Transportation Network maps.) Participants also gave high marks to “understanding the purpose of the workshops” (3.21) and to learning more about transportation (3.12). Medium-level ratings were given to “a quality discussion of issues” (3.00) and “the Lifeline effort is laying a foundation for improving transportation for low-income individuals.” (2.91) A total of 38 Lifeline Transportation Network workshop participants returned an evaluation survey.

Regional Bicycle Plan

Participants in the bicycle plan process were the most positive (3.08) about understanding the purpose of the plan meetings. Participants also were generally positive (2.88) about their opportunities to ask questions and provide comments at the meetings. Lower scores were given to “a quality discussion on key issues took place” (2.70), “I learned more about transportation (2.68) and “the Regional Bicycle Plan will make a significant improvement in bicycle transportation in the Bay Area” (2.69). Twenty-six bicycle plan participants returned the evaluation surveys.

Pedestrian Safety Summit

Individuals who took part in the Pedestrian Safety Task Force gave high marks to “having the opportunity to ask questions and provide comments” (3.29) and “understanding the purpose of the meetings/summit” (3.14). Participants also agreed that they “learned more about transportation issues” (2.85). The lowest scores for the pedestrian safety planning effort were for “a quality discussion took place” (2.54) and “the final recommendations will make a significant improvement in pedestrian safety” (2.46). Fourteen individuals returned surveys.

Environmental Justice Working Group

A mean score of 2.96 was awarded to “understanding the purpose of the meetings,” while a 2.87 was given to “having the opportunity to ask questions and provide comments. ” Participants gave a 2.63 to “a quality discussion took place,” slightly higher than for either the bicycle plan or the pedestrian safety report. Participants gave a 2.65 to “learning more about transportation and a 2.21 for “the Environmental Justice Report made a positive contribution to the 2001 RTP.” The latter was the lowest score in any category for the four parallel planning efforts. Twenty-three participants in the Environmental Justice group returned surveys, the highest return rate of any of the four efforts.

KEY FINDINGS

This page is intentionally left blank.

5. RECOMMENDATIONS FOR THE 2004 RTP

The following recommendations are based on the survey findings reported in the previous section and on the full range of comments made by 2001 RTP participants during Phase I and Phase II of the outreach program. Implementation of these recommendations in the 2004 RTP will build upon the improved outreach process used in 2001 and will provide the quality of public involvement needed for the Bay Area's only regional transportation plan.

OVERALL

1. Create a more closely integrated public outreach and involvement program involving both MTC and the county congestion management agencies. A coordinated, regional transportation plan for the nine-county area requires a single coordinated, regional public involvement program.
2. Begin planning the 2004 outreach program during early 2003 and implement later in 2003 to ensure timely input of public comments and preferences.
3. Get buy-in and agreement on procedures and criteria that will be used to select projects, programs and alternatives *before* the plan development process begins.

MEETINGS AND WORKSHOPS

4. Design better opportunities for meaningful, facilitated discussions between (a) groups with differing viewpoints and (b) outreach participants and decision-makers (staff, CMA boards and the Commission). This is particularly needed in Phase II when key tradeoffs must be understood, discussed and decided.
5. Redesign the Commission meetings where the draft plan is debated and final testimony taken to allow for a more thoughtful and productive interaction between the public and Commissioners. This could include meeting times and locations, improved presentations of key draft elements, ground rules for public behavior, the structure of comment/discussion periods and other topics.
6. Continue and enhance the very successful partnerships used for the Phase I workshops. These partnerships were vital for getting community participation with a process (RTP) and an agency (MTC) that are a mystery to many Bay Area residents.
7. Make better use of the MTC advisory committees as ongoing panels for policy/program review so that they are positioned to play a stronger, informed role when the RTP process begins. Expand the advisory committee network to include a wider set of interest groups and geographic representatives.
8. Provide more geographic balance for workshops. Early planning will make it easier to meet this objective.

9. Continue and expand the role of Commissioners at local workshops. This increases the direct input of the public on the plan and it serves to “put a face” on MTC.

MTC WEBSITE

10. Continue and expand the use of the MTC website to publicize the outreach process, gather input and report progress. The web was a big hit in 2001 and can be even more helpful in 2004 for expanding the number of participants beyond those who can attend meetings and workshops.

COMMUNICATION

11. Create new and enhanced methods for communicating with outreach participants during Phase II of the program (after the draft plan is released). This will provide key information to participants about (a) the impact of their involvement and (b) key decisions made by the Commission. It could also serve to gather additional input on important decisions.
12. All flyers and other publicity for workshops must provide notice about the availability of translating services. Translators were available at nearly all workshops in 2001, but potential participants were often not informed that non-English speakers would be welcome and assisted.
13. Use print media more to report on progress and key outstanding issues during the outreach process. With transportation a “hot topic” in the Bay Area, media attention for contested issues can help us get more participation in late-stage outreach activities.
14. Design new outreach publicity strategies to assure a broader representation of “interests” in the plan development process. Do more to recruit a wider variety of Bay Area residents and workers into the outreach program.
15. Recruit and train a sufficient number of staff members, with different technical and language capabilities, to be able to respond to media requests generated by the media relations effort. Ensure that their availability is a high enough priority that they can respond when media request interviews. This will ultimately help Bay Area residents relate to MTC, once again putting a face on a relatively unknown agency, as well as taking advantage of the many opportunities to discuss this popular public-policy topic.

APPENDIX

- Evaluation Survey Cover Letter
- Evaluation Survey Instrument
- Evaluation Survey Results
- Comments from the Evaluation Survey



**METROPOLITAN
TRANSPORTATION
COMMISSION**

Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700
Tel.: 510.464.7700
TTY/TDD: 510.464.7769
Fax: 510.464.7848
e-mail: info@mtc.ca.gov
Web site: www.mtc.ca.gov

March 2002

Sharon J. Brown, Chair
Cities of Contra Costa County

Steve Kinsey, Vice Chair
Marin County and Cities

Tom Ammiano
City and County of San Francisco

Ralph J. Appezato
Cities of Alameda County

Keith Axtell
U.S. Department of Housing
and Urban Development

James T. Beall Jr.
Santa Clara County

Mark DeSaulnier
Contra Costa County

Bill Dodd
Napa County and Cities

Dorene M. Giacomini
U.S. Department of Transportation

Scott Haggerty
Alameda County

Randell H. Iwasaki
State Business, Transportation
and Housing Agency

Barbara Kaufman
San Francisco Bay Conservation
and Development Commission

Sue Lempert
Cities of San Mateo County

John McLemore
Cities of Santa Clara County

Michael D. Nevin
San Mateo County

Jon Rubin
San Francisco Mayor's Appointee

James P. Sperring
Solano County and Cities

Pamela Torliatt
Association of Bay Area Governments

Sharon Wright
Sonoma County and Cities

Steve Heminger
Executive Director

Ann Flemer
Deputy Director/Operations

Therese W. McMillan
Deputy Director/Policy

Help us improve our outreach and public involvement!

Thank you for your participation in developing the 2001 *Regional Transportation Plan* (RTP), the Bay Area's long-range transportation plan that specifies the investments and strategies necessary to maintain, manage and improve the region's roads, public transit, and pedestrian and bicycle facilities.

More than 5,000 people contributed to the plan by attending meetings and workshops, writing letters, responding to email surveys and in many other ways. You may recall attending a workshop and giving us your ideas and priorities using blue dots, or reviewing maps to suggest transit routes that should become part of a Lifeline Transit Network.

The feedback we received was invaluable. Now we are looking for ways to improve our public involvement programs, specifically how to involve the public in the development of the 2004 plan.

Please take a few minutes to fill out the enclosed survey and return it as directed below. Your individual replies will be collected and reviewed by an independent evaluator. All replies will be kept confidential and aggregated for review by the MTC Commissioners.

When you are done, simply fold the survey along the dotted line, place tape in the space indicated (no staples, please) and drop it in the mail.

If you prefer to fill out this survey online, please go to
www.mtc.ca.gov/rtpsurvey.

Please mail your response by March 20, 2002.

Ya que usted participó en el Plan de Transporte Regional, si gusta recibir esta encuesta sobre el proceso utilizado en Español, por favor llame al 510/464-7783.

請幫助我們提高大都會交通運輸委員會的公共宣傳和參與活動。您之所以會收到這份調查問卷是因為您參與了我們有關“三番市灣區長期交通運輸規劃”的公共研討會。如果您希望填寫中文版的調查問卷，請打電話 510/464-7834。

Thank you!

- a. I had sufficient opportunity to provide comments.
- b. I was able to understand which parts of transportation funding were already spoken for (committed by law, ballot measures, etc.) and which parts were up for discussion.
- c. The workshops helped me understand the choices and tradeoffs required in the plan, such as the amount invested in maintenance versus expansion of the transportation network.
- d. I gained a better understanding of other people's perspectives and priorities.
- e. Adequate notice of meetings was provided.
- f. The MTC website provided clear information on the plan and was useful for participating in the planning process.
- g. My input was heard by decision-makers.
- h. MTC did a good job of involving the public.
- i. Public outreach and involvement made a positive contribution to the 2001 Regional Transportation Plan.
- j. Do you have any other comments about the outreach process?

[illegible]

a. MTC, local transportation agencies and community groups hosted 28 workshops in spring 2001. Then, from September through December, the public had an opportunity to attend an additional eight workshops/public hearings plus monthly Commission meetings. Did you attend any of these meetings?

If yes, please respond to the statements below.

- | Strongly Agree | Agree | Disagree | Strongly Disagree | No Opinion |
|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

continued from front

- h. I understood the choices available to expand transit (rail & bus) in the Bay Area.
- i. I felt I had the opportunity to ask questions and provide comments about plans for expanding transit.
- j. Do you have any other comments about the outreach process?

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

III. LIFELINE TRANSIT NETWORK WORKSHOPS

- a. MTC hosted eight workshops in the fall to discuss an element of the plan dealing with transit affordability and improved access to transit for low-income individuals. This was called the Lifeline Transit Network. Did you attend any of these workshops?

Yes ☐ No ☐ (If no, skip to Part IV)

If yes, please respond to the statements below.

- b. I felt I had the opportunity to ask questions and provide comments.
- c. I understood the purpose of the workshops.
- d. A quality discussion on key issues took place.
- e. I learned more about transportation by participating in the workshops.
- f. Through this effort, MTC has laid a foundation for improving transportation for low-income individuals.
- g. Any other comments?

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IV. REGIONAL BICYCLE PLAN MEETINGS

- a. The Regional Bicycle Plan is a component of the 2001 Regional Transportation Plan. MTC hosted 14 meetings to discuss the proposed bicycle plan. Did you attend any?

Yes ☐ No ☐ (If no, skip to Part V.)

If yes, please respond to the statements below.

- b. I felt I had the opportunity to ask questions and provide comments at the meeting(s) I attended.
- c. I understood the purpose of the meeting(s).
- d. A quality discussion on key issues took place.
- e. I learned more about transportation by participating in the workshops.
- f. The Regional Bicycle Plan will make a significant improvement in bicycle transportation in the Bay Area.
- g. Any other comments?

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

V. ENVIRONMENTAL JUSTICE WORKING GROUP

- a. MTC hosted six meetings of this group to assist MTC in crafting an analysis of the benefits and burdens of the proposed plan, and for guidance regarding inclusion of minority and low-income communities in the planning process. Did you attend any?

Yes ☐ No ☐ (If no, skip to Part VI.)

If yes, please respond to the statements on the next page.





- b. I felt I had the opportunity to ask questions and provide comments at the meeting(s) I attended.
- c. I understood the purpose of the meeting(s).
- d. A quality discussion on key issues took place.
- e. I learned more about transportation by participating in the development of the Environmental Justice Report for the 2001 Regional Transportation Plan.
- f. The Environmental Justice Report made a positive contribution to the 2001 Regional Transportation Plan.
- g. Any other comments?

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VI. PEDESTRIAN SAFETY TASK FORCE

- a. MTC hosted a Pedestrian Safety Summit in October 2001 in addition to meetings of the task force over a period of nine months. Recommendations from the task force were included in the plan. Did you attend any?

Yes ☐ No ☐ (If no, skip to Part VII.)

If yes, please respond to the statements below.

- b. I felt I had the opportunity to ask questions and provide comments at the meeting(s)/ summit I attended.
- c. I understood the purpose of the meeting(s)/ summit.
- d. A quality discussion on key issues took place.
- e. I learned more about transportation by participating in the meetings and/or summit.
- f. The Pedestrian Task Force final recommendations will make a significant improvement in pedestrian safety in the Bay Area.
- g. Any other comments?

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VII. GENERAL INFORMATION

MTC strives to include the broad diversity of the Bay Area in all of its planning efforts. Please answer the following optional questions to help us better understand the effectiveness of our outreach process.

- a. Do you use public transit regularly (at least 1-2 times a week)?

Yes ☐ No ☐

- b. What is your zip code? _____

- c. Indicate your gender: Male ☐ Female ☐

- d. Indicate your age range:

24 years and under ☐ 25 to 59 years ☐ 60 years and older ☐

- e. Are you Hispanic / Latino? Yes ☐ No ☐

- f. Please indicate your race/ethnicity (mark all that apply)

☐ White ☐ Black/African American ☐ Asian Indian ☐ Chinese ☐ Filipino
☐ Japanese ☐ Vietnamese ☐ Other Asian/Pacific Islander ☐ American Indian/Alaskan Native
☐ Other Race

continued on back

continued from inside

VIII. YOUR PARTICIPATION

a. Please describe all the ways in which you participated in the development of the plan. *(Check all that apply.)*

- ☐ 1. Attended outreach meetings in spring 2001
- ☐ 2. Looked at the MTC Web site to get updates on the development of the plan
- ☐ 3. Responded to a Web survey in spring 2001
- ☐ 4. Responded to survey sent with the RTP Overview in August 2001
- ☐ 5. Attended outreach meetings in fall 2001
- ☐ 6. Submitted written comments to MTC
- ☐ 7. Attended MTC Commission/committee meetings
- ☐ 8. Spoke at outreach meetings and MTC committee meetings

b. Who were you representing at meetings and workshops? *(Check all that apply.)*

- ☐ 1. Private citizen
- ☐ 2. Public transportation agency
- ☐ 3. Transit advocacy group
- ☐ 4. Community-based organization
- ☐ 5. Private transportation organization
- ☐ 6. Social service agency
- ☐ 7. Business organization
- ☐ 8. Environmental organization
- ☐ 9. Labor organization
- ☐ 10. Education/school district
- ☐ 11. Other _____

Thank You!

► Please fold the survey along the dotted line, so the postal address faces outward. Place tape where indicated and drop it in the mail. An independent evaluator will tabulate your responses.

EVALUATION SURVEY RESULTS

Overall RTP Outreach Process	Responses	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>	<u>No</u> <u>opinion</u>
A. I had sufficient opportunity to provide comments.	266	18%	59%	13%	4%	6%
B. I was able to understand which parts of transportation funding were already spoken for (committed by law, ballot measures, etc.) and which parts were up for discussion.	258	11%	52%	25%	4%	8%
C. The workshops helped me understand the choices and tradeoffs required in the plan, such as the amount invested in maintenance versus expansion of the transportation network.	250	7%	36%	15%	5%	37%
D. I gained a better understanding of other people's perspectives and priorities.	251	10%	51%	15%	3%	22%
E. Adequate notice of meetings was provided.	255	16%	50%	17%	4%	12%
F. The MTC website provided clear information on the plan and was useful for participating in the planning process.	245	13%	44%	12%	2%	29%
G. My input was heard by decision-makers.	254	6%	34%	16%	14%	30%
H. MTC did a good job of involving the public.	258	12%	50%	19%	10%	8%
I. Public outreach and involvement made a positive contribution to the 2001 Regional Transportation Plan.	255	19%	42%	16%	7%	16%
Spring/Fall RTP Outreach Workshops	Responses	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>	<u>No</u> <u>opinion</u>
B. I felt I had the opportunity to ask questions and provide comments at the workshop I attended.	119	24%	63%	13%	0%	0%
C. There were no barriers (language or other) to my participating in the discussion.	121	36%	49%	13%	1%	2%
D. The information presented in the workshops was clear and contained an appropriate level of detail.	118	20%	50%	20%	5%	4%
E. A quality discussion on key issues took place.	119	11%	43%	32%	12%	3%
F. I learned more about transportation by participating in the workshops.	120	12%	61%	18%	6%	4%
G. The RTP Overview booklet, distributed starting in August, was easy to understand.	117	8%	53%	12%	1%	26%
H. I understood the choices available to expand transit (rail & bus) in the Bay Area.	119	13%	60%	18%	6%	3%
I. I felt I had the opportunity to ask questions and provide comments about plans for expanding transit.	116	12%	66%	19%	1%	3%

APPENDIX

<u>Lifeline Transit Network Workshops</u>	<u>Responses</u>	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>No opinion</u>
B. I felt I had the opportunity to ask questions and provide comments.	38	37%	53%	8%	3%	0%
C. I understood the purpose of the workshops.	38	32%	58%	11%	0%	0%
D. A quality discussion on key issues took place.	36	28%	42%	22%	3%	6%
E. I learned more about transportation by participating in the workshops.	36	25%	58%	8%	3%	6%
F. Through this effort, MTC has laid a foundation for improving transportation for low-income individuals.	37	27%	38%	19%	8%	8%
<u>Regional Bicycle Plan Meetings</u>	<u>Responses</u>	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>No opinion</u>
B. I felt I had the opportunity to ask questions and provide comments at the meeting(s) I attended.	26	8%	73%	12%	4%	4%
C. I understood the purpose of the meeting(s).	26	15%	77%	0%	4%	4%
D. A quality discussion on key issues took place.	25	8%	56%	20%	8%	8%
E. I learned more about transportation by participating in the workshops.	24	8%	58%	13%	13%	8%
F. The Regional Bicycle Plan will make a significant improvement in bicycle transportation in the Bay Area.	30	20%	37%	20%	13%	10%
<u>Environmental Justice Working Group</u>	<u>Responses</u>	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>No opinion</u>
B. I felt I had the opportunity to ask questions and provide comments at the meeting(s) I attended.	23	17%	52%	30%	0%	0%
C. I understood the purpose of the meeting(s).	23	17%	65%	13%	4%	0%
D. A quality discussion on key issues took place.	19	11%	47%	37%	5%	0%
E. I learned more about transportation by participating in the development of the Environmental Justice Report for the 2001 Regional Transportation Plan.	20	15%	35%	50%	0%	0%
F. The Environmental Justice Report made a positive contribution to the 2001 Regional Transportation Plan.	20	5%	35%	30%	25%	5%

<u>Pedestrian Safety Task Force</u>	<u>Responses</u>	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>	<u>No</u> <u>opinion</u>
B. I felt I had the opportunity to ask questions and provide comments at the meeting(s) / summit I attended.	14	36%	57%	7%	0%	0%
C. I understood the purpose of the meeting(s) / summit.	14	21%	71%	7%	0%	0%
D. A quality discussion on key issues took place.	13	8%	46%	38%	8%	0%
E. I learned more about transportation by participating in the meetings and/or summit.	13	8%	69%	23%	0%	0%
F. The Pedestrian Task Force final recommendations will make a significant improvement in pedestrian safety in the Bay Area.	13	8%	54%	15%	23%	0%

APPENDIX

Other comments about the overall RTP outreach process
RTP outreach information reached me halfway through the process, sure like to have early notice
I was informed of only one meeting - placing dots on various places
Seems as if this is a formality without effecting preconceived plans.
It felt to me like window dressing. I don't believe MTC staff or commissioners were really listening.
A good start. Could be better. Need better outreach to public. 90% of people I talk to don't know that there is an MTC or what it does. More ads in newspaper and TV. Mailer to households. Involve local business to get employees involved.
The final RTP reflected the highway, automobile, trucking, heavy construction unions, lobbyists. You are stacked!
It seems ridiculous to try to get public comment when according to the response I received nothing can really be changed! Also, you need more daytime/weekend meetings. Not everyone can make weekday evening sessions.
I noticed some limited English speaking persons attended but a translator was not available.
I didn't get the sense that decision makers paid any attention to public comments. The public opinion poll that MTC conducted seemed to carry much more weight even though respondents to the poll may have been totally unaware of the tradeoffs involved in t
I did not realize the commission was holding workshops and seeking input. I was thrilled to see there will be reduced AC Transit Youth Passes, Fall 2002!
Directors failed to include funding for safe routes to transit and the regional bicycle plan. The problem was directors ignoring public input for more economically/ecologically sound transportation funding.
Thanks for all the work to get public input.
The commission continues to focus on an antiquated car-centered approach to regional transportation needs.
EJ outreach should target low income populations
I do not believe I received notices of any meetings. My input was by response to
The only North Bay meeting was in Petaluma, which for most Marin residents is too far to go. #g: I can't tell if my input was heard or not...
In need of EPAC involvement in all outreach process! In need of each county commissioners presentations at outreach meetings!
A separate mailing with the notice of meetings would have been helpful. I would have gone to the meetings.
Seemed to be a disproportionate number of bike and pedestrian advocates at the workshops.
It seemed initially that concerned elected officials got the public involved and then, to MTC's credit, MTC opened the process to the public.
I received a doublespeak "response" that left me wondering if MTC intends to actually consider the public comments it receives.
There are five or six million people in MTC area, but only 5000, a pittance, participated, and how many of 5,000 were actually interest group representatives, environment groups, labor, business, special service organizations, bicycle groups, etc. And how many were from the general public?
I think it is necessary to discuss alternative transit system investments and application of funding requirements in order to engage public participation, eg. Map potential linkages, transit time savings, passenger volumes accommodated on each segment.
I honestly don't remember what I did- probably sent an email or letter.
You have to do a better job of press coverage. The media needs to buy into it more and push/sell to everyone.
The meetings were often stacked by special interest groups. Not enough participation by the "average" citizen.
Only staff, not commissioners, attended public outreach mtgs.- A mistake in my opinion.
Did go out into the community.
The plan is at least 30 years behind present needs. It is not sufficiently funded by business and people of high incomes, best able to pay.

Other comments about the overall RTP outreach process
Outreach needs to take place in variety of places, times across region. Notices must be large, inviting and multilingual.
Activists have far too large an influence on MTC policy. Interests of general public not well represented.
Flawed maps, Inadequate press coverage, no broadcast PSAs heard
Plan ignored many users, e.g. motorcycles
The commissioners always appeared tired, disinterested - as if this process was just something to get through
The San Carlos workshop had about 3 days notice, I think, and many people did not understand the importance of attending it
Much of what happens is determined behind scene by politics of money, so no matter what I think or do its irrelevant.
did this - long distance, moved out of state, comments reflect participation before move
Not many people came to the meeting. Thus the public was not really involved and probably has no idea what is going on
Token effort- you had your minds made up before taking input - very manipulative techniques
Needs to be part of a true regional governance program
Let the people design and shape the RTP not MTC conceiving future needs based only on their agenda (narrow casting)
I wish I had heard about the workshops & website, I read the paper only. I would like to be more involved!
I appreciated being able to get the RTP and the RTEP in the mail. It took me a while to read these
Every effort was made to inform the public and solicit its input. The staff were really great. The commissioners remain arrogant and irresponsible. They come from another planet
You only hear from organized special interest group. 0% of the trips made are by car, yet 50% of your funds go to transit. I don't think this is equitable
The RTP should be created by a clear and consistent application of criteria. \$, public polling, and surveys would appear to trump the process and drive the findings. The RTP is a "wish list". Too bad for the Bay Area
The budgeting of money was specifically left off the Bicycle Plan and it seemed as if this was a deliberate attempt to sidetrack cyclists so that we would not give the RTP adequate attention.
Overall, MTC did a really good job. One criticism is that the trade-offs posed in the dot voting exercises were too simplistic and some of the polls / phone surveys had leading questions. For example, if you ask someone if they want BART vs. bus, of course they say BART. If information is provided on relative costs people may respond differently.
The BART- SJ extension "process" was a joke. Clearly MTC was not following their own guidelines.
Need on-going ability to a feedback and rebut
BART- SJ was a pre-ordain horrible "solution", way to go! The transit dependent!
Involving is only the first step. MTC does not listen to those who favor non-private-auto or BART as transport.
Need more meetings.
Same old faces
Meeting tender to be "Oakland Centric". That is they were not balanced for outlying county issues.
The process is just window dressing. MTC has no outreach program.
Strongly support a regional.....
e. Some of the meetings were over by the time I got my mail. I am happy the students, who qualify, will receive free or discount bus passes.
Structured to seek support of established solutions, no room for true innovation.
Outreach is treated as a "necessary evil". Outreach did not affect political decision-making.
Unaware of the outreach process until a friend sent me to your website. Hence the answers to next questions.

APPENDIX

Other comments about the overall RTP outreach process
Too short of notice!!
Notice was not given to SF BAC or myself.
Discussion and issues were led by process, which reduced potential for new ideas and management ...
MTC does not listen to public comment. Staff steers and controls input to limit discussion of issues- stifles learning- despite large numbers of events not much change occurs.
Outreach meetings must be coordinated with local/ regional groups so that input is received before decisions are made.
b.- MTC was misleading about some of the funding c.-MTC conceptualization is productive-need to follow Portland metro h.and g- MTC RTP shows it heard, they did something else i.- The public had no impact-a complete disconnect-RTP on 2 key page priorities
Primary outreach needs to be to the elected officials not the public.

Other Comments on the Spring/Fall RTP Outreach Workshops
No interest by MTC in thinking outside the box renew concepts for long-term solutions to moving people.
Still to many politicians. Average citizen intimidated and will not speak.
Too many lies about building BART to Livermore and Antioch.
The RTP process limits the scope of solutions for alleviating auto dependence and sprawl, such as transit village, higher density, more transit stations.
It needed better/ clearer breakdown of where all the money goes
Rail bus, van, surface subways are the environmentally and ecologically correct answers to the transportation challenges in the Bay Area.
It did not produce adequate attendance. Same old committed faces showed up.
Should have a outreach question as this one to reply back to MTC Commissioners.
Thanks for not letting me know.
The usual suspects show up. There is no mapping of projects to be built (Alameda Co.CMA). No info on relationships (eg BART demand if 4th bore and 238 extension make car travel faster).
See previous written comment RE: Special interest groups.
Attendance was huge and time limited at mtg. I attended, preventing full participation. More meetings or smaller geographical area attending=possible solution?
I had an entire plan to discuss Santa Rosa to Morgan Hill, the rail south of the Dumbarton Bridge, etc., a guy talking about baseball got more time.
Inadequate - Need to make comments online and receive custom answer.
As a transportation professional, I think the value of outreach is over emphasized.
Inadequate and flawed RTP overview and resource material regarding railway and rail transit project.
Process did not seek sufficient input from business development community
The decisions were already made before the public gave input
It was terrible. No one wrote down my comments or could answer w/ any specificity. No one could explain tome whether the decisions or the plan was really being shaped at the local or reg. level & how to get involved in shaping the actual plan.
Spending more money on BART to San Jose instead of bus and bike solutions not so good. We need more DASH and express buses on highways
People don't vote are they really interested in anything at all?
MTCs general unwillingness to listen to civilian comments. narrow mindedness. and condescending attitude remain.

Other Comments on the Spring/Fall RTP Outreach Workshops
Not productive to solving transportation problems
[Agree and disagree with clarity of information presented in workshops] some was clear and some wasn't clear
Did not understand RTEP and Lifeline, still unclear on difference and timing
I don't believe the commissioners cared about what was said to them
I felt we were being misled and the workshops did not result in our input being considered.
There was not adequate discussion and education about issues and tradeoffs. That is part of MTC's job, to educate the public so the public can make informed decisions. However, I realize that this is a challenging task for a regional agency.
I don't know about meetings.
You should have more people the community trusts leading these meetings.
The Vallejo RTP workshop should have been coordinated with PCTPA/ 5th - Workshop was vague at best.
No opportunity to present fast flexible automobile sharing transit the only realistic solution to traffic congestion during commute hours.
Great process. Too bad the "insiders" control the political process.
The choice we made for the RTP needs to be cost effective!
Notice was not given!!!
Fake interest in public views.
MTC did not include the good of information in the ... On the blueprint in the RTP info, and the "committed" budget included things that should be changed.

Other Comments on the Lifeline Transit Network Workshops
Fabulous Workshop, good results, but without funding impact on the plan (RTP) was limited
Greatest need is to improve transportation for all -- not just low-income individuals.
Did not hear about them. Need better communications.
See above, that embodies the appropriate solutions for low income, disabled, aged people.
I disagree with sole focus on batching VLI people in residential blocks. Transit access everywhere from anywhere for any VLI person would be a better premise.
Wait for follow through all talk maybe no actions we'll see about priorities.
Should have a positive impact on controlling transit systems in each county.
Thanks for not letting me know.
The topic of buses for peasants was over represented in the RTP process
I hope so! Too much money goes to BART and not enough for local buses and express buses.
I don't know about meetings.
MTC didn't take comments to heart, but then pitted some programs against one another.
Lifeline is a poor concept better left to local transit planning agencies
Need more participation from the public and transit operators, need more information.
Needs to be done by the county transit agencies.

Other Comments on the Regional Bicycle Plan Meetings
Inadequate notification
Bicycle planning needs to take in long range distance routes. Bike paths, route are put together in a way a person could use say from Walnut Creek to Fremont, in Europe they are.

APPENDIX

Other Comments on the Regional Bicycle Plan Meetings
Money must be appropriated for bicycle facilities.
Thanks for not letting me know.
I was aware of meetings through the Silicon Valley Bicycle Coalition email list.
Some muddling of focus on parallel uses of RR rights-of-way (rail with trails).
I did read a regional bike plan on the web
Did not know about them, and no money to implement bicycle/pedestrian components anyway
Completely inadequate and a waste of time and effort. I strongly believe we were being diverted so that we would not adequately address the RTC and in the end the Bicycle Plan is not receiving any funding . I am very angry about this.
Bicycling is still seen as very second-rate as a transportation option. MTC should be more pro-active.
I don't know about meetings.
Lack of funding and good "sub" regional planning . Bike planning should be accomplished at the county level (except for Bay Route Trail).
Bicycle transportation is a sick joke.
Bicycle activists are vocal but bikes will ...virtually nothing in This element is political...and "pork"!
No notice given. Bad public outreach.

Other Comments on the Environmental Justice Working Group Meetings
I would be interested in hearing about these next time, I was not made aware of them
We need better transportation for all -- not just for minority and low-income communities. You gave too much weight to non-transportation issues.
Did not hear about it.
Not sufficient feedback techniques, not sufficient attention to how to develop and finance affordable housing in transit villages.
Thanks!
VLI populations are a minority within minority communities. Therefore, "minority communities", are not a wholly adequate surrogate. Childless adults (and empty nesters) require more focus in the process.
Thanks for not letting me know.
The discussion ignored economic sustainability
Don't think I knew about any of these meetings
Tough issue to solve and tough to reach out and get input from FJ communities vs. a few advocates. MTC really did a good effort on environmental justice.
Calling them environmental justice meetings is duck-speak!
I don't know about meetings.
Most meeting were attended by special "transit" interest groups not relevant to north bay counties
Only the reduction of solo drivers can improve air pollution.
Way too much detail for the 1st...

Other Comments on the Pedestrian Safety Task Force
Did not hear about it.
Too much reaction to traffic and not enough on pedestrian only transit village design, existing retrofit, and new.

Other Comments on the Pedestrian Safety Task Force
This is a very important issue because many elderly become pedestrians and need traffic signal time to be adjusted.
I support coupling bicycling and pedestrian plans. The access and safety issues are similar, but dually beneficial solutions may be missed otherwise.
MTC's leadership and education is important, but pedestrian safety is best addressed at the local level.
Lots of recommendations, let's see the action plan.
Thanks for not letting me know.
Pedestrian standards need to be enforced by MTC money. Pedestrians need to be included in all traffic counts. LOS must be established for pedestrians and bikers. Funding must be proportional to number of trips- i.e. 2.7% of all money.
The task force wrongly focused on pedestrian-izing arterial streets rather than helping cars bypass pedestrian zones
Only slowly did I understand the whole RTP picture and that pedestrian work was part of larger planning effort
I don't know about meetings.
Facilitation was really bad at ...ideas that didn't match... A lot of interesting ideas and...requests to include them.